

Talking about Health in Aotearoa New Zealand

Institutions and organisations operating in broadly health-related areas in Aotearoa New Zealand draw together people from a wide variety of cultural and linguistic backgrounds, thus setting up potentially complex communication environments. This study focuses on one health-related workplace and explores issues related to communication which have been identified by nursing professionals, including those in management roles, using questionnaire and interview data.

It is underpinned by Holmes & Myerhoff's (1999) exploration of the use of a Community of Practice framework which draws on Wenger's (1998, p. 76) three aspects of a Community of Practice: mutual engagement; a joint negotiated enterprise; and a shared repertoire of negotiable resources accumulated over time. It also draws on other aspects of sociolinguistic and social theories (Bell 2014, Coupland, Sarangi & Candlin 2001) in order to understand issues related to these interactions.

This presentation will also reflect on how insights from this research might be integrated into in-class work for students intending to move into a health-related profession, to better prepare them for communicating in complex environments.